

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Parker Hannifin Inc/Metamora

Ohio Manufacturing Extension Partnership

Parker Hannifin Improves Front-Office Efficiency With Lean

Client Profile:

Parker Hannifin, established in 1974, produces hydraulic filters and other parts for the commercial refrigeration industry. Parker Hannifin's Metamora, Ohio plant is ISO 9001 registered and employs 190 people.

Situation:

Management at Parker Hannifin's Metamora plant understood that if operations were truly going to be lean, the front office had to be as waste-free and efficient as the company's manufacturing processes.

EISC Inc., a NIST MEP network affiliate, had already performed a lean manufacturing assessment and implementation blueprint for Parker Hannifin's manufacturing operation. Based on the success of that project, the company asked EISC to advise the plant's office operations on how to be more lean. Parker Hannifin's goal was specific: cut down on the three to five days it takes for an order to reach the plant's shop floor.

Solution:

EISC spent two days training Parker Hannifin's office staff, and another three days targeting small, quick improvements for the company to implement immediately. Parker Hannifin's sales, customer service, materials, and engineering groups all received lean training from EISC. EISC led them through a value stream mapping exercise, which tracks every step of a process from start to finish to identify waste and non-value-added activities.

EISC led several continuous improvement exercises that helped Parker Hannifin streamline and speed up the order entry process, making it possible to do some order entry on-line. The company also reduced the volume of paperwork by moving some printers directly to the shop floor. This simple relocation not only reduced the amount of paper used but also let other departments print directly to the shop, eliminating the need to hand-carry paperwork or make duplicate copies. Now orders are received on the shop floor within one and a half work days--an improvement of more than 50 percent.

Results:

Reduced time it takes for front office to transmit customer orders to shop by 50 percent.

Increased productivity.

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Anticipating an additional reduction of 50 or 60 percent.
Increased inventory turnover.
Improved customer satisfaction.

Testimonial:

"[Thanks to the help we received from EISC, Inc.,] we can move inventory faster, so certainly our customers are happier."

James Strebler, Information Technology Manager